



Music City Center

Set Up Contractor Procedure

Facilities

2.19.13

Set Up Contractor Procedure

The Contractor agrees to provide and MCC agrees to purchase temporary labor to assist with but not limited to the following:

- Setting-up of events (chairs, tables, linen and staging)
- Tearing down of events (chairs, tables, linen and staging)
- Meeting room cleaning/refreshes,
- Back of house cleaning
- Exterior sidewalk and garage cleaning
- Lobby cleaning
- Restroom cleaning
- Office Cleaning
- Related work as required.

The Contractor agrees to provide daily on-site supervisory inspections of temporary laborers at contractor's expense for the first 30 days of the contract. Inspections must rotate shifts and include weekends.

Supervisor will meet with the Director of Facilities or his/her designee weekly for the first 30 days of this contract, then monthly for the duration of the contract.

Should the Contractor at any time be unable to supply the requested labor to MCC, we reserve the right to obtain temporary labor from another source.

(ii) Contractor Constraints

- The Contractor must screen all laborers assigned to the MCC for recent use of alcohol and/or drug use.
- The Contractor and laborers provided must abide by all MCC rules and regulations.

- Temporary laborers may be asked to operate the following equipment: vacuum, carpet shampooer, floor buffer, pallet jack, rolling carts, compactor, scissor lift, 12 ft. step ladder, pressure washer, escalator cleaning machine, etc.
- Contractor must provide all OSHA required safety training for all temporary laborers. This training should include, but not be limited to: Hazardous Materials, proper lifting techniques, Material Safety Data Sheets, etc.
- Contractor must provide training in Diversity and Sexual Harassment Awareness.
- MCC may on occasion request a specific temporary laborer to work a shift. It is the contractor's responsibility to inform MCC if that laborer is approaching overtime hours. MCC will not pay overtime unless approved in advance by the Assistant Director or his/her designee.
- MCC shall have the right of rejection and approval of any staff and temporary laborers assigned to work under this contract. If MCC rejects staff or laborers, the Contractor must provide replacement staff or laborers within one (1) hour and at no additional cost to MCC.
- The Contractor must be available twenty-four (24) hours a day, seven (7) days a week and be able to provide labor twenty-four (24) hours a day, seven (7) days a week including holidays.
- Contractor must be able to provide additional personnel or replacement personnel within one hour of a request.
- The Contractor will assign a manager to be the MCC's point of contact and to oversee the performance of this contract. This manager or his/her designee will be available 24/7/365 via cellphone.

(iii) Contractor Personnel Requirements

- MCC requires that a minimum roster of 50 temporary laborers be available.
- Upon request of MCC Management, the contractor must supply an on-site supervisor.
- All temporary laborers provided to MCC must be familiar with the facility, sign in/out procedures, the employee entrance, rules and regulations, who/where to report and the type of work to be performed.
- Contractor must brief labor prior to dispatching on MCC rules, such as no eating off customer break tables, exhibits, etc. even if offered by customer.
- Temporary Labor must understand they are an extension of MCC staff and therefore must look professional, smile and greet the public.
- Temporary Labor must be in visible locations where assigned.
- All Temporary Labor should expect to work a minimum of an eight (8) hour shift unless otherwise specified. MCC does reserve the right to cut labor after a four hour minimum is met.
- Contractor must provide a uniform (See logo requirements page 8 item C). Approved in advance by the MCC management for the laborers. This uniform should be clean upon arrival to work. Shirts must be tucked in neatly. Excessive jewelry, old pants, baggy pants worn low, shorts, hats, bandanas, sunglasses, old shoes, etc. cannot be worn while working at MCC. Crocs, flip flops, sandals, etc. are not permitted.
- Cell phones, I-Pods, MPC Players, etc. are not permitted while working.
- If temporary labor is provided with an MCC radio for communication purposes while working, ear pieces must be worn at all times.
- If temporary labor damages or loses the earpiece and or radio the Contractor is responsible for the cost of replacement.
- A Contractor provided photo ID must also be displayed on each laborer at all times while working in the MCC. Must have MCC logo only.

- The Contractor must provide laborers that are physically able to lift heavy set-up equipment. (Stacked chairs, stacked tables, staging/platforms, etc.). They should be able to lift up to 50 lbs. consistently throughout their assigned shift. The Contractor is responsible for providing back support belts for lifting purposes if they choose to do so. MCC will not provide these belts.
- The Contractor must provide labor with prior housekeeping experience.
- The Contractor must be able to provide male and female housekeeping staff as scheduled.

H) Sustainability Requirements

Contractor must comply and participate in all MCC sustainability programs.